CITY HOUSING HAMILTON

2018 ANNUAL REPORT

CONTENT

Message from the Board President and CEO	1
Board of Directors	3
Senior Management	3
Community Partnerships	4
Quality Improvement Initiatives	8
Development and Revitalization	12
Staff Divisional Day and Years of Service	14
The City of Hamilton Council Commitment	16
Financial Year in Review	18
Community Partners	20

MESSAGE FROM THE BOARD PRESIDENT AND CEO

Affordable housing continues to be a priority for our City and for communities across the country. Providing housing to everyone is a basic human right, and pivotal to the wellness of individuals and a robust community. As well, it is increasingly evident that with the provision of deep affordable housing there is the obligation to ensure people have the supports they need to obtain and maintain housing.

CityHousing Hamilton (CHH) continues to work at maintaining its housing infrastructure and seek out opportunities to ensure there is more affordable rental housing in Hamilton. CHH is focused on providing housing that is of good quality and safe. The revitalization and development work at CHH is attentive to creating affordable housing that is more sustainable and integrated into the fabric of our community.

This year's annual report provides a cross section of the innovative work that is taking place at CHH to address the affordable housing challenge. As an example, the Vanier Towers project illustrates our extensive work with our community partners to provide enriched supports to our residents. Creating a more sustainable organization has led to a focus on such projects as waste management and energy conservation. Our development work now includes housing projects on eight properties and will result in the revitalization of 441 units and the addition of 80 net new units. CHH has an important role to play in changing the housing landscape in Hamilton.

This work is only possible with the collective efforts of our community. We would like to thank the CHH Board of Directors for their leadership in addressing the affordable housing needs in Hamilton. We would like to thank the City of Hamilton, staff, residents and community partners for the part they play in helping to enable all people to experience equity in housing.

Together we will strengthen affordable housing, leading us to better housing outcomes for everyone in our community.

Chad Collins
President and Ward 5 Councillor

Tom Hunter
Chief Executive Officer (CEO)

BOARD OF DIRECTORS

CHAD COLLINS, PRESIDENT
Ward 5 Councillor

MATTHEW GREEN,
VICE PRESIDENT / TREASURER
Ward 3 Councillor

TOM HUNTER,
CHIEF EXECUTIVE OFFICER

DOUG CONLEY
Ward 9 Councillor

JASON FARR
Ward 2 Councillor

TOM JACKSON
Ward 6 Councillor

JACQUELINE AIRD
Citizen Member

CARMINE FILICE
Citizen Member

TONY C. LEMMA
Citizen Member

PATRICIA REID
Citizen Member

SENIOR MANAGEMENT

ROCHELLE DESOUZA
Chief Financial Officer

MATTHEW BOWEN
Manager, Operations

BRIAN KINASCHUK
Manager, Maintenance

DONNA KIRCHKNOPF
Manager, Residency Administration

BERNICE LILLEY
Manager, Asset Renewal

KATE MANNEN
Manager, Partnership Development
and Support Services

KATHY MCINNES
Manager, Business Services

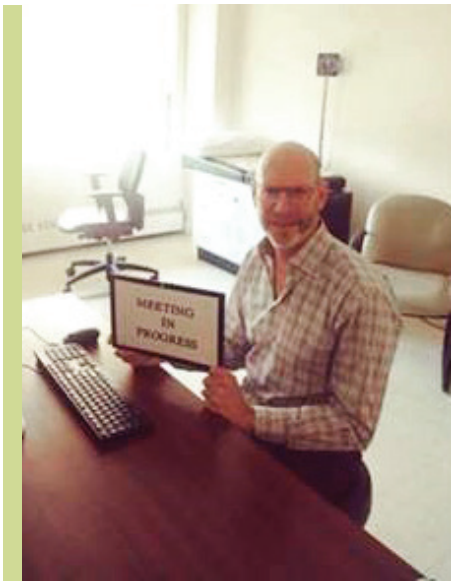
COMMUNITY PARTNERSHIPS

New Medical Clinic at Vanier Towers

In July 2018, a new medical clinic opened at the 95 Hess Street South location of Vanier Towers to provide primary care services to its residents, which also includes residents at 181 Jackson Street. The goal is to enhance the health of the Vanier Towers community by improving collaboration and relationships between the residents, public health, housing, primary care, and other health and social service sectors.

Patient visits increased consistently throughout 2018. Future plans include exploring solutions to further address health disparities among Vanier Tower residents.

The medical clinic was made possible through a partnership with Shelter Health Network and collaboration with other community partners. CHH thanks PRISMS Pharmasave for their generosity in sponsoring the start-up and ongoing supply costs for the medical clinic.



Shelter Health Network

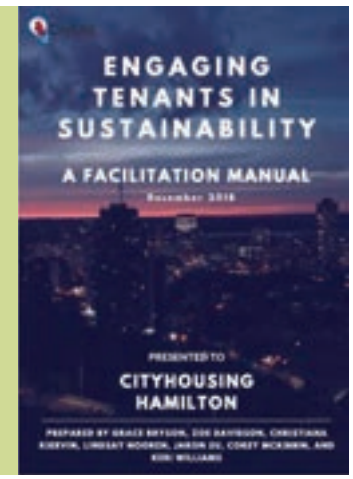
PHARMASAVE
PRISMS PHARMACY
155 James St. South, Hamilton

CityLAB Partnership – 226 Rebecca Street

CityLAB Hamilton is an innovation hub that brings together student, academic, and civic leaders to co-create a better Hamilton for all. In 2018, CHH partnered in the CityLAB Hamilton to engage CHH residents in sustainable living. Students from CityLAB designed and implemented a three-step plan related to energy and solid waste management.

As a first step, students conducted relevant background research, focussing on 226 Rebecca Street as a case study for the assignment. Next, they held an engaging, interactive meeting with the residents at 226 Rebecca Street to provide education and raise awareness about recycling, composting, and energy-efficient behaviour. Finally, they provided residents with compost bins and decks of playing cards containing sustainable living tips on each card.

The students documented their research in the form of a facilitation manual which CHH can use to extend this initiative to residents of other CHH sites.



CityLAB Partnership – 980 Upper Ottawa Street

CHH and Mohawk College collaborated on a unique project that placed students from the classroom into the community to rebuild and renovate housing units. Students engaged in hands-on learning by renovating a CHH townhouse on the east mountain, participating in work related to painting, flooring, electrical and general repairs. The work was supervised by a Mohawk College teacher who ensured both quality work, and that students' learning needs were met.

CHH and Mohawk College are building on the success of this partnership by having students renovate two additional units, incorporating an emphasis on accessibility and energy conservation.

Improving Fire Safety Awareness and Compliance

In response to fire-related incidents across Ontario and within CHH sites in 2017, CHH partnered with the Hamilton Fire Department to create a plan for improving fire safety awareness and compliance across our buildings.

Two key initiatives were undertaken to address two main areas of focus: resident education and staff competency.

The first initiative involved a review of all fire safety plans for CHH sites. A consistent template was developed, and all plans were updated and shared with the fire department. This process enabled staff to review their respective roles and responsibilities as outlined in fire safety plans.

The second initiative involved a review and evaluation of areas of non-compliance. This led to changes in documentation procedures to improve record-keeping practices and accuracy, and to the development and enhancement of staff training materials to support improved building compliance.

Fire safety officers also provided fire safety education to CHH residents through involvement in various activities including resident meetings, door-to-door visits, and community health fairs. In addition, an evacuation of the residents of 226 Rebecca Street was conducted and evaluated to better understand how seniors with limitations respond during a fire drill.

CHH continues to work together with the Hamilton Fire Department to ensure the safety of our residents.

Smoke-Free Living at CityHousing Hamilton

CHH and Hamilton Public Health Services are committed to promoting a healthy community and providing smoke-free environments for residents, workers and visitors across our sites. This commitment is reflected in a new CHH policy which was passed by the Board of Directors in June 2018.

This policy, however, recognizes and respects the rights of individuals related to the medical use of cannabis in accordance with relevant legislation, as well as to the traditional use of tobacco by Indigenous peoples.

The partnership between CHH and Hamilton Public Health Services towards smoke-free living will continue in 2019 with a resident survey to determine the future of smoking at CHH.

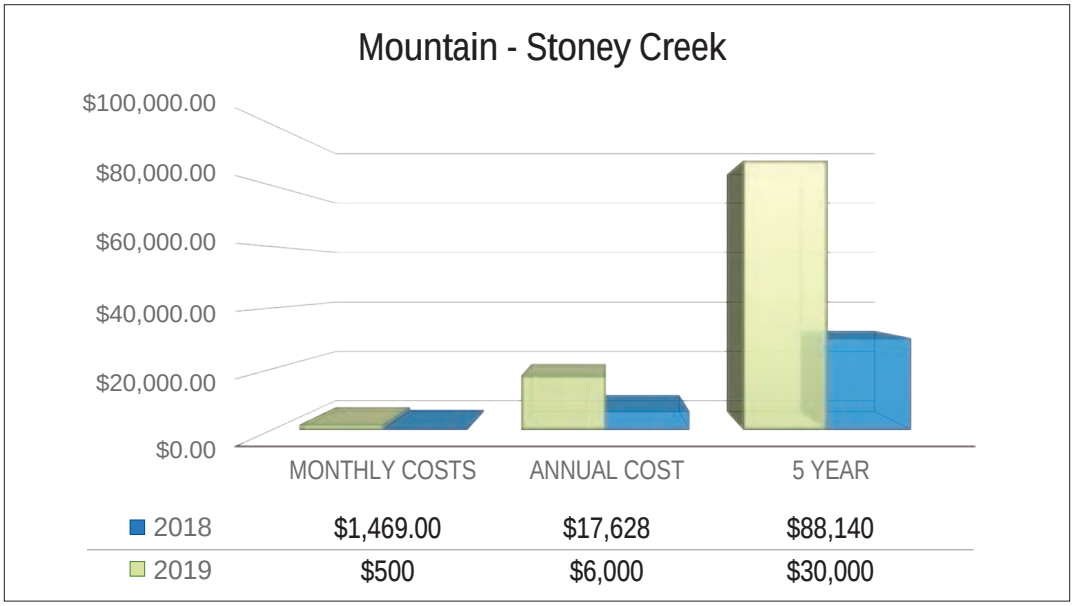
QUALITY IMPROVEMENT INITIATIVES

Improving Waste Management

CHH has been focused on making improvements to its waste management program. More specifically, the goals for this work include:

- Reducing and controlling waste management costs by identifying areas of wasteful spending, creating efficiencies, and developing an affordable and sustainable waste management plan for CHH.
- Creating standard operating procedures, best practices, policies and creative solutions to "clean up" garbage-related issues across CHH sites ensuring they are as clean, neat and as safe as possible for our community.
- Developing a long-term strategy for a waste management program to meet the changing needs of our residents, community and new developments.

For example, at one of the CHH townhouse locations it was possible to move away from a contractor based pick-up program to using the City of Hamilton's waste services. This resulted in reducing waste management costs:



A second example involved a more comprehensive Curbside Program. The focus of this work involved:

- Reducing garbage at the various townhouse sites to meet the City of Hamilton expectation of one bag per household and encourage residents to recycle and manage green waste.
- Empowering residents to manage their own garbage and take responsibility for their own household waste.
- Decreasing costs for removal and management of waste.
- Creating a healthier, cleaner and safer waste management program for our community.

It is anticipated that at this location alone the potential annual cost savings are $5,500.

Energy and Water Conservation

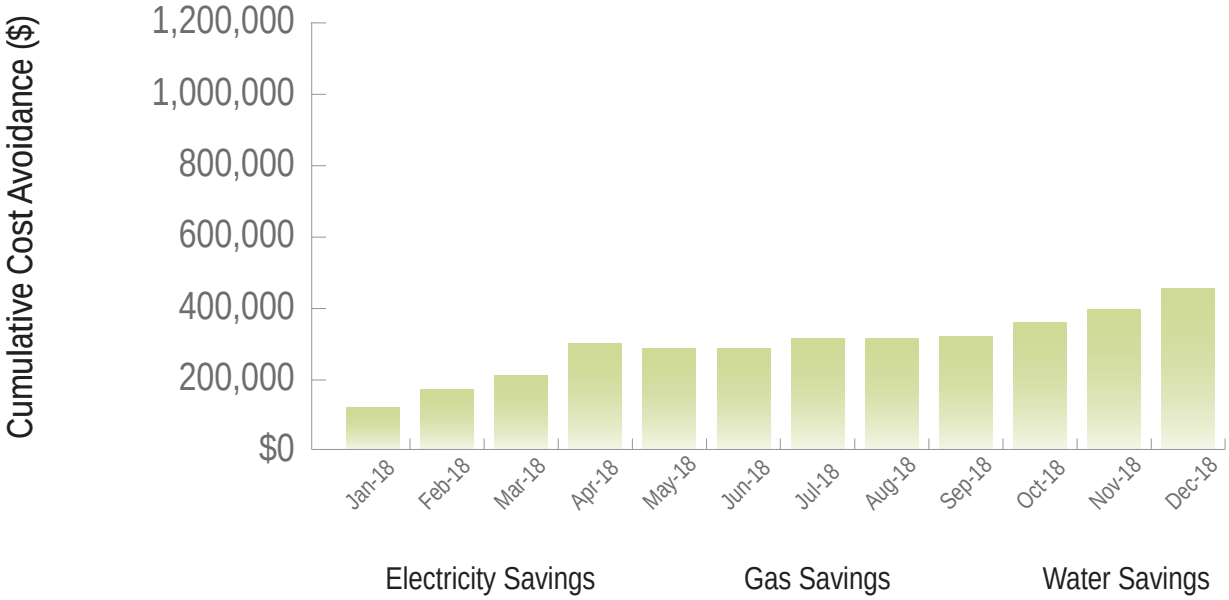
In 2018, CHH took steps to support the sustainability of our organization through energy and water conservation.

Several energy and water retrofits were completed across 17 of our mid- and high-rise apartment buildings. These included the installation of building automation systems related to heating and ventilation, LED lighting retrofits, the replacement of existing water fixtures with high efficiency fixtures, and the replacement of aging mechanical equipment with high-efficiency equipment.

In addition to the retrofits, resident engagement sessions were conducted in each building to promote energy and water efficiency. Detailed energy audits were also completed to inform current and future energy retrofits.

This work resulted in significant impacts related to utility cost avoidance and reduced greenhouse gas emissions as illustrated below. Most retrofits were completed in March 2018 and as such, impacts in 2019 are expected to be even more significant.

Utility Cost Avoidance from 2018 Energy and Water Retrofits



COMMUNITY PARTNERS

- AbleLiving Services Thrive Group
- Access to Housing
- Addiction Services Initiative (OW)
- Alzheimer Society of Canada
- Artforms
- Banyan Community Services
- Boys and Girls Clubs of Hamilton
- Brain Injury Services Hamilton
- Canadian Hearing Society
- Canadian National Institute for the Blind (CNIB)
- Canadian Red Cross
- Catholic Children's Aid Society of Hamilton
- Catholic Family Services of Hamilton
- Canada Revenue Agency
- Canadian Mental Health Association (CMHA)
- Care Dove
- Cheshire Independent Living Services
- Children's Aid Society of Hamilton
- City of Hamilton:
  -Home Management Program
  -Neighbourhood Action Strategy
  -Ontario Works
  -Public Health Services
  -Recreation Department
- Community Action Program for Children of Hamilton (CAPC)
- Community Care Access Centres of Hamilton (CCAC)
- Community Living Hamilton
- Community Schizophrenia Services (CSS)
- Contact Hamilton
- Crisis Outreach and Support Team Hamilton (COAST)
- Davis Creek Community Planning Team
- Development Services Ontario
- Dundas Community Services
- Dundas Valley School of Arts
- Empowerment Squared
- Environment Hamilton
- Elephant Thoughts Education and Outreach
- Gala Neighbourhood Planning Team
- Good Shepherd Centres
- Gwen Lee Supportive Housing (SJHC)
- Green Venture
- Habitat for Humanity
- Hamilton Association for Residential and Recreational Redevelopment Programs (HARRRP)
- Hamilton Centre for Civic Inclusion (HCCI)
- Hamilton Community Foundation (HCF)
- Hamilton Community Garden Network (HCGN)
- Hamilton Community Legal Clinics
- Hamilton Council on Aging (HCoA)
- Hamilton Crime Stoppers
- Hamilton Fire Department
- Hamilton Health Sciences Corporation (HHSC)
- Hamilton Interval House
- Hamilton Jewish Social Services (JSS)
- Hamilton Niagara Haldimand Brant Local Health Integration Network (HNHB LHIN)
- Hamilton Paramedic Service (Incl. CHAP-EMS)
- Hamilton People and Animal Welfare Solution (PAWS)

- Hamilton Philharmonic Orchestra
- Hamilton Police Services (HPS)
- Hamilton Program for Schizophrenia (HPS)
- Hamilton Urban Core Community Health Centre
- Hamilton-Wentworth District School Board (HWDSB)
- Healing Arts and Recovery through Peer Support
- Helping Hands Street Mission
- Horizon Utilities Corporation
- Housing Help Centre
- Housing Services Corporation (HSC)
- Infrastructure Ontario
- Independent Electricity System Operator (IESO)
- Indwell
- Jamesville Community Planning Team
- Learning and Recreation Community House (LARCH)
- Lynwood Charlton Centre
- March of Dimes Canada
- McMaster University (Incl. CHAP-EMS / Inspire & Isolated Seniors)
- McQuesten Community Planning Team
- Mental Health Rights Coalition (MHRC)
- Ministry of Health and Long-Term Care (MOH LTC)
- Mission Services Opportunity Centres
- Mohawk College of Applied Arts and Technology
- Mountain Kidz Club
- Narcotics Anonymous World Services
- Native Women's Centre Hamilton
- Neighbour 2 Neighbour Centre
- North Hamilton Community Health Centre
- Ontario Disability Support Program (ODSP)
- Ontario Works (OW)
- Rolston Community Planning Team
- Rygiel Supports for Community Living
- Schizophrenia Society of Ontario Hamilton Chapter
- Senior Activation Maintenance Program (SAM)
- Service Canada
- Shelter Health Network Clinic
- Sleep Country Canada
- Smartmeds Pharmacy
- South Sherman Neighbourhood Planning Team
- St. Joseph's Healthcare Hamilton (SJHC)
- St. Joseph's Home Care (SJHC)
- St. Joseph's Immigrant Women's Centre
- St. Matthews House
- Strive Fitness and Athletics
- The City of Hamilton
- The Government of Canada
- The HBSPCA
- The Office of the Public Guardian and Trustee (OPGT)
- The Ontario Rent Bank Network
- The Salvation Army
- The Social Planning and Research Council of Hamilton (SPRC)
- Threshold School of Building
- Toronto Community Housing (TCH)
- Union Gas
- Veteran's Affairs Canada

CITYHOUSING HAMILTON CORPORATION HEAD OFFICE

55 Hess Street South, P.O. Box 2500
23rd Floor, Hamilton, Ontario
L8N 4E5

T: 905-523-8496
F: 905-540-5222
www.cityhousinghamilton.com